

	<h2>Health and Wellbeing Board</h2> <h3>19 January 2017</h3>
Title	Ageing Well Report and Review
Report of	Commissioning Director Adults and Health Director of Public Health
Wards	All With a specific focus on: <ul style="list-style-type: none"> • East Finchley • Burnt Oak • Edgware • High Barnet • Underhill
Status	Public
Urgent	No
Key	No
Enclosures	Appendix 1: Ageing Well Annual Report 2015-16
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<h2>Summary</h2>
<p>This Report is an Annual Review of Altogether Better- the Barnet Ageing Well Programme. Altogether Better – the Barnet Ageing Well Programme is an initiative aimed at reducing demand for adult social care services by supporting people to live independently in their communities for longer and to build support networks within local communities. The programme is being funded through the Better Care Fund and Public Health Commissioning Plan 2015-2020.</p> <p>The report details the year’s activity (2015/16) in the localities the programme is focused in:</p>

East Finchley, Burnt Oak, Edgware & Stonegrove and High Barnet & Underhill. It also includes information on borough wide activity. The report also provides evidence of the impact of the programme, both in financial terms and in relation to people's wellbeing.

Recommendations

1. The Health and Wellbeing notes the progress made by the Ageing Well programme to reduce dependence on social care by facilitating community led activities for older people

1. WHY THIS REPORT IS NEEDED

National Policy Context

- 1.1 The Care Act 2014 (the Act) placed a duty on Local Authorities to provide or arrange for the provision of services, facilities or resources, or take other steps, which it considers will:
- a. contribute towards preventing or delaying the development by adults in its area of needs for care and support;
 - b. contribute towards preventing or delaying the development by carers in its area of needs for support;
 - c. reduce the needs for care and support of adults in its area;
 - d. reduce the needs for support of carers in its area.
- 1.2 Better Care Fund requires local areas to work across health and social care boundaries to reduce the numbers of elderly and frail people who have unplanned admissions to hospital and residential care.
- 1.3 There is a wealth of evidence of the effectiveness of similar initiatives in other areas. The Community Agents Project provides the following: befriending, benefits advice, form filling, social activity, transport shopping, odd jobs/maintenance, information and advice. The project with was shown to have a Social Return on Investment (SROI) of £3.29 for evidence £1 invested. 10 Local Area Coordinators working in Derby were shown to provide a SROI of £4 of social value for every £1 invested. Linkage plus is a national project that provides funding for groups of older local residents to co-produce community activities for older people. The Net Present Value (NPV) is calculated to be £1.80 per £1 invested. This increases to £2.65 for initiatives with the most holistic approaches to delivering services.

Local Context

- 1.4 As set out in the Prevention Policy, agreed by the Adults and Safeguarding Committee in March 2015, the Council remains committed to preventing and delaying the development of care and support needs for adults and support needs for carers; and to reducing the existing care and support needs for adults and support needs for carers.

- 1.5 The Prevention and Early Support Services Paper, which went to Adults and Safeguarding Committee on the 10 November 2016, set out our plan to commission early support services which are evidence based interventions for those residents at greatest risk of becoming dependent on our services. The current prevention and early support offer includes:
- Transformational programmes including Care Space, strengths based practice and an enablement model of mental health support
 - Improved support for carers (including young carers)
 - A focus on employment for adults with disabilities
 - A focus on the right home, accommodation support and hospital discharge services to avoid admission to residential care
 - Appropriate, accessible and effective information and advice
 - An active ageing programme consisting of a neighbourhood model of day services and locality development programmes harnessing community and volunteer capacity
 - Joined up health and social care pathways for stroke and dementia.
- 1.6 Altogether Better provides low level support to individuals who have low level needs, are isolated or idiosyncratic and as a result are at risk of dependency in the future. Services, such as Care Space and the Barnet Carers' Centre, can refer individuals directly to Altogether Better. This means that individuals in need of support are able to access it within their community, without entering into the formal adult social care system.

Ageing Well: impact of the project

- 1.7 The initiative has been running since 2013. It aims to reduce demand for social care services by facilitating community lead activities. Altogether Better employs three coordinators. They recruit Community Friends and support them to provide community activities for older people in their local area. Activities range from computer classes to running clubs.
- 1.8 Altogether Better – the Ageing Well programme in Barnet has focused on the development of sustainable and supportive neighbourhoods. This constitutes early support, avoiding future demand by supporting people to living independently for longer. It has been developed around a revised set of objectives, which are:
- Ensure that individuals can obtain information they need to support their independence and ability to be part of their communities for as long as possible
 - Identify individuals at risk of dependency, in order to prevent admissions and manage demand on public services
 - Help communities to develop their capacity through the development and promotion of small scale 'care and support' activities
 - Reduce welfare dependency by promoting independence and increase the life chances of vulnerable members of their community.

1.9 Its work is underpinned by the principle of coproduction. Altogether Barnet promotes strengths based conversations, focusing on people’s aspirations and asking how they can be helped to help themselves. Altogether Better is shifting towards a more preventative focus. This involves targeting services at the following high risk groups:

- People with learning, developmental or intellectual disability
- People with long term health conditions
- People with mental health conditions
- People with physical disabilities
- Significant events – change in condition, fall, hospital episode etc.
- Social support – carers and people who are socially isolated or vulnerable

1.10 In 2015/16, over 10,600 volunteer hours were given to Ageing Well projects, with Barnet residents taking part in over 44,700 hours’ worth of new activities. During 2015/16, over 6000 local people engaged with Altogether Better projects. So far 700 Community Friends and Street Champions have been recruited and over 6000 people that have been engaged by the project

1.11 103 people who signed up in the last three months of 2015/16 were surveyed. Over 70% of them reported suffering from one or more long term health conditions. 15% described themselves as carers and 7% were registered disabled.

1.12 Table 1 outlines examples of the evidence for interventions known to be effective in supporting older people (with a declining health condition) and shows how Altogether Better contributes to improving the health and wellbeing of older people.

Table 1: Evidence examples for improving the health and wellbeing of older people (with a declining health condition)

Intervention	Impact	Altogether Better
Peer support initiative for older people	Social Return on Investment ranged from £1.17 to £5.18 per £1 invested. Loneliness and isolation were reduced and carers outcomes improved.	Altogether Better helps volunteers, particularly older volunteers, to provide support to their neighbours and members of their community.
The Community Agents Project provided: befriending, benefits advice, form filling, social activity, transport, shopping, odd jobs	SROI of £3.29 for every £1 invested. Maintaining independence, faster discharge, reducing admissions, reducing	Altogether Better funds three volunteer coordinators who support local volunteers to support vulnerable older adults living in their area.

information.	isolation, improved financial status, appropriate use of health and social services, increases in community capacity.	
15 groups had the following activities according to participant's interests: therapeutic writing and group technology, group exercise and discussions, art activities.	The intervention group showed a significant improvement in subjective health, thus resulting in significantly lower health care costs during the follow up, the difference between two groups was around £800. At 2 years, survival was 97% in the intervention group and 90% in the control group.	Altogether Better includes a range of group exercise activities such as a table tennis club, running club and the men's shed
LinkAge Plus is a range of co-designed integrated services to benefit older people. £10 million was invested by DWP over two years in eight pilot areas.	The Net Present Value (NPV) was £1.80 per £1 invested, over a five year period across services. The most effective pilot achieved NPV £2.65. There are also benefits to older people monetised at £1.40 per £1 invested.	Altogether Better is built around the principles of co-production and puts older peoples' needs and aspirations at the heart of everything they do

1.13 The Ageing Well Programme tests activities in Barnet to see if they work for residents and have the potential to become sustainable. The Timebank and Intergenerational Reading Group are examples of these projects; they received initial support from the programme but are now self-supporting.

1.14 Following the successful delivery of the programme in 2015/16, activities in each locality have developed through 2016/17 such as supporting a table tennis club in East Finchley to become a registered organisation, increase membership and start taking fees for the club and the innovative 'holiday at home' activities in some of the borough's care homes.

Governance

- 1.15 Altogether Better – the Barnet Ageing Well Programme reports to the Barnet Keeping Well Board which meets bi-monthly. The Board is comprised of manages from across Adults and Communities, the Commissioning Group, Public Health and Age UK Barnet. The sponsor is Kirstie Haines, Strategic Lead for Adults Wellbeing. The Board oversees delivery of early support focused projects overseen by the Wellbeing Commissioning Team, including Altogether Better and other adult social care prevention programmes. The Board will monitor benefits, quality assure projects, allocate resources and ensure projects are delivering equitable, accessible and value for money services for residents.

2. REASONS FOR RECOMMENDATIONS

- 2.1 The Health and Wellbeing Board requested that the Ageing Well Annual Report be presented to the Board.
- 2.2 Altogether Better - the Ageing Well Programme contributes engages with a large number residents at risk of future dependency on services. They engage volunteers, community organisations and older people across the borough.
- 2.3 Community lead activities for vulnerable older adults are a national policy priority, and initiatives following the same model as Altogether Better have been shown to be cost effective in a number of areas. The report sets out how effective Altogether better has been in engaging a cross section of vulnerable residents, recruiting volunteers and supporting them to provide community activities in their local area.
- 2.4 Further, the report demonstrates that there is a clear plan for expanding the number of community activities available, increased targeting of at risk residents and spreading engagement outwards from the localities that currently receive the most focus.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 Not applicable.

4. POST DECISION IMPLEMENTATION

- 4.1 Officers will continue to work with community groups in their localities to deliver existing community activities. Activities planned for the year ahead will be pursued.
- 4.2 A Programme Manager has been recruited for Altogether Better- the Barnet Ageing Well Programme and will be in post shortly.
- 4.3 The project will be monitored and reviewed to ensure its activities are effectively targeted at demand management, that its communities activities

and sustainable and that it works to provide a good coverage of at risk older adults living across the borough, including hard to reach groups.

- 4.4 Officers will work to extend the volunteer base available to the project.
- 4.5 Options for making our early support offer more holistic will be explored. This includes establishing potential for referrals into the project from Barnet Integrated Locality Team (BILT), the Wellbeing Hub and Care Space.
- 4.6 The Ageing Well Programme will be reviewed as part of the wider prevention and early support offer for adult social care which is overseen by Adults and Safeguarding Committee.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

5.1.1 As detailed in the Adults and Safeguarding Commissioning Plan, 2016-2020:

- Fairness in adult social care means that services respond to the needs of diverse communities. It means ensuring that older and disabled people, including adult social care service users and their carers, are able to participate in community life just as other residents can and that services provided by the Council are accessible and welcoming to older and disabled people, adult social carers service users and carers.
- Responsibility in adult social care means that services will work with older and disabled people to remain as independent and self-reliant as possible, it means that social workers will always focus on what people can do, not on dependency, and will work with service users, and carers, to find ways to help them support themselves, using community resources and the support of their family and friends and that social workers will work to ensure that people are able to move back to living independent lives as quickly as possible, ensuring a timely response to changing needs.
- Opportunity in adult social care means that disabled people have the right to work as much as any other Barnet resident. The Council's services will actively support adult social care service users to access employment and volunteering opportunities, it means ensuring people can stay living in their own homes for as long as possible. It means that all users are supported to have their own homes, and avoid residential care as much as possible and that Council services will actively support carers to play a full part in their communities, accessing services and opportunities for employment and training.

5.1.2 This approach echoes the themes of the Joint Health and Wellbeing Strategy (2015-16) which has two overarching aims of 'keeping well' and 'promoting independence'. Altogether Better clearly aligns with these priorities by helping to build resilient communities in which neighbours support elderly people to living independently for longer and to play an active role in their communities.

5.1.3 The Adults & Safeguarding Committee Commissioning Plan 2015-2020

outlines the commitment to developing more resilient communities, by supporting residents to do more themselves and their neighbours. It also outlines our approach of intervening earlier, to help residents get back on their feet sooner and prevent crises.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 In 2015/16, the Ageing Well Programme was funded through Barnet's Better Care Fund totalling £200k which covers staffing costs and project costs for the borough wide and locality level projects (including events, training, equipment).

5.2.2 Staffing for the project consists of three Locality Coordinators (covering four localities) and a Strategic Project Manager. The project is also supported by staff in the council's Commissioning Group (Adults and Health directorate) who support with the organisation of the Project Board and have oversight of the locality projects to ensure these are in line with health and social care objectives.

5.3 Social Value

5.3.1 The Public Services (Social Value) Act 2013 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before commencing a procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders.

5.3.2 Altogether Better – the Barnet Ageing Well programme builds social capacity by facilitating volunteering and encouraging neighbourliness. Over 700 people were engaged as volunteers in 2016/17. Community activities are co-produced, helping to building community leadership within particular neighbourhoods and localities.

5.4 Legal and Constitutional References

5.4.1 The terms of reference of the Health and Wellbeing Board is set out in the Council's Constitution Responsibility for Functions (Annex A) and includes the following responsibilities:

- To work together to ensure the best fit between available resources to meet the health and social care needs of the population of Barnet (including children), by both improving services for health and social care and helping people to move as close as possible to a state of complete physical, mental and social wellbeing. Specific resources to be overseen include money for social care being allocated through the NHS; dedicated public health budgets; the Better Care Fund; and Section 75 partnership agreements between the NHS and the Council.

- To consider all relevant commissioning strategies from the CCG and the NHS England and its regional structures to ensure that they are in accordance with the JSNA and the HWBS and refer them back for reconsideration.
- To receive assurance from all relevant commissioners and providers on matters relating to the quality and safety of services for users and patients.
- To directly address health inequalities through its strategies and have a specific responsibility for regeneration and development as they relate to health and care. To champion the commissioning of services and activities across the range of responsibilities of all partners in order to achieve this.
- To promote partnership and, as appropriate, integration, across all necessary areas, including the use of joined-up commissioning plans across the NHS, social care and public health. To explore partnership work across North Central London where appropriate.
- Specific responsibilities for overseeing public health and developing further health and social care integration.

5.5 Risk Management

5.5.1 The Council has taken steps to improve its risk management processes by integrating the management of financial and other risks facing the organisation. Risk management information is reported quarterly to the Council's internal officer Delivery Board and to the relevant Committees and is reflected, as appropriate, throughout the annual business planning process.

5.5.2 Risks are managed through a risk register which is reported to each meeting of the Barnet Keeping Well Board and stakeholders hold the projects to account.

5.6 Equalities and Diversity

5.6.1 Equality and diversity issues are a mandatory consideration in decision making in the Council pursuant to the Equality Act 2010. This means the Council and all other organisations acting on its behalf must have due regard to the equality duties when exercising a public function. The broad purpose of this duty is to integrate considerations of equality and good relations into day to day business requiring equality considerations to be reflected into the design of policies and the delivery of services and for these to be kept under review.

5.6.2 Section 149 of the Act imposes a duty on 'public authorities' and other bodies when exercising public functions to have due regard to the need to:

- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act
- b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it

- c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it

5.6.3 The Care Act 2014 Guidance identifies discriminatory abuse as a specific form of abuse which includes harassment because of race, gender, gender identity, age, disability, sexual orientation or religion.

5.6.4 Equalities Impact Assessments have been completed for all proposed changes and alternative provision considered. These are indicating a potential minimal negative impact as outlined in the table below. The principal mitigations for these minimal negative impacts are the proposals for current and new service delivery outlined in this paper. EIAs will be kept under review and will consider the impact on the sustainability of organisation.

5.6.5 Altogether Better surveyed people that they engaged with during the last three months of 2015/16, to ascertain their age, types of need and levels of need. The results of the survey and included in the report.

5.7 Consultation and Engagement

5.7.1 Altogether Better – the Barnet Aging Well programme is built on the principles of co-production. Communities activities are community led and older people are engaged with to establish what their aspirations are and how they can best be support to achieve them. The project uses a variety of means to ensure that vulnerable and harder to reach older people are engaged. The project has also built links with a network of local people and organisations in order to work together to share information and provide services tailored to the local area.

5.8 Insight

5.8.1 The Joint Strategic Needs Assessment (JSNA) states that there is a significant shift in the way in which support is delivered, with more people choosing to live at home for a longer period of time. It provides information on the characteristics of older people who are most at risk of developing a high level of dependency on adult social care services. It also provides information on how these individuals are spread across the borough, e.g. Social isolation is particularly prevalent amongst older women in affluent less densely populated areas of the borough.

5.8.2 Altogether Better is increasingly focusing on providing community activities targeted at individuals at risk of dependency, in the areas they predominantly reside. Data from the Joint Strategic Needs Assessment (JSNA), Think Local Act Personal (TLAP) and Volunteering England has been used to calculate the benefits of Altogether Better.

6. BACKGROUND PAPERS

- 6.1 Age of Opportunity: Older people, volunteering and the Big Society
<http://www.respublica.org.uk/item/Age-of-Opportunity-Older-people-volunteering-and-the-Big-Society>
- 6.2 Assured SROI Report for Local Area Coordination in Derby, March 2016,
http://www.thinklocalactpersonal.org.uk/assets/BCC/Assured_SROI_Report_for_Local_Area_Coordination_in_Derby_March_2016.pdf
- 6.3 Barnet Prevention Policy, 19 March 2015
<https://barnet.moderngov.co.uk/documents/s22083/Appendix%202.pdf>
- 6.4 Better Care Fund for 2016/17, item 7, Health and Wellbeing Board, 12 May 2016
<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=177&MId=8712&Ver=4>
- 6.5 Better Care Fund Policy Framework
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/490559/BCF_Policy_Framework_2016-17.pdf
- 6.6 LinkAge Plus national evaluation: End of project report, 2009,
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/186771/rrep572.pdf
- 6.7 Prevention and Early Support Services, Item 9, Health and Wellbeing Board, 10 November 2016
<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=698&MId=8674&Ver=4>